



Welcome, We will
begin shortly

A young boy with dark hair and a wide smile is the central focus, wearing a blue and white plaid shirt. He is outdoors with a blurred green background. A large green circle is positioned on the left side of the image, containing the text 'OCAP ETO Training' in white. A small green dot is located below the circle.

OCAP ETO Training

Introductions

Welcome

Introductions

Karen Skeoch

karen.skeoch@dss.ca.gov

(916) 651-6999

OCAP ETO Administrator



Training Logistics

Let's talk about some things we can do to help facilitate each others' learning process.

- Everyone learns at different speeds! Let's be patient when practicing in the software.
- Please ask questions. This is your time!

Learning Objective

To review the ETO configuration for OCAP and gain proficiency in the basic navigation of your ETO site.

Training Agenda

I. ETO Basics

- Tips for ETO
- Terminology
- Logging in
- Basic Navigation

II. Entities

- Searching for Entities
- Entity Dashboard

III. Entity TouchPoints

- Terms & Conditions TouchPoints
- County Needs TouchPoint
- Primary/Sub TouchPoints

IV. Wrap Up

- Questions
- What's next?



I.

ETO Basics

Tips for using ETO

- ETO Software is a PC web-based software using Internet Explorer.
- ETO works best using **Internet Explorer**. (Version 8 or higher.)



Mac Users, you will need to install a conversion application (like Boot Camp) that will allow you to run Microsoft Office Products in order to use ETO on your Mac.

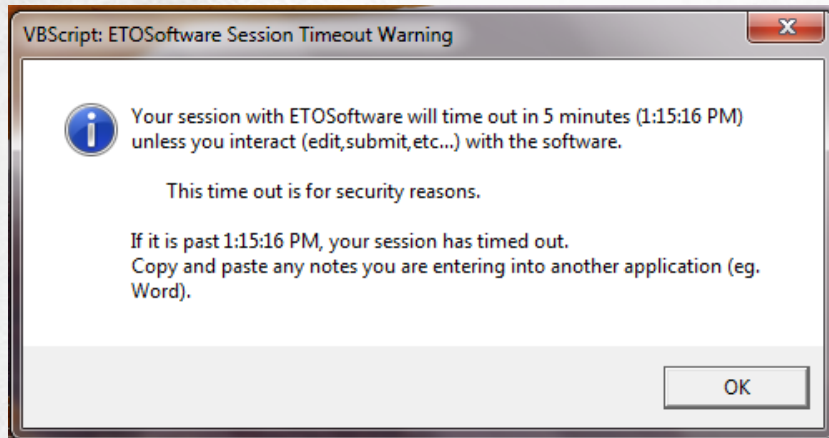


Tips for using ETO

- Avoid using the Internet's back button



- Timeout after 60 minutes of no activity



- Always logout when you are done

ETO Terminology

- **Entity** - the counties you serve.
- **TouchPoints** - forms used to capture information and measure progress (County Needs and Evidence based practices). TouchPoints are also used to track allocated funds.
- **Dashboards** – Most streamlined way to navigate ETO system. Reflects most recent data entry for a county

Logging In

Web Address: etosoftware.com

User Name: youremail@ocap.org

Password: password1

Example: Karen Skeoch

User Name: karen.skeoch@dss.ca.gov

Password: password1

A screenshot of the ETO software login interface. At the top, the text "ETO™ software" is displayed in a green, sans-serif font. Below this, there are two input fields. The first is labeled "Username:" in bold black text, and the second is labeled "Password:" in bold black text. The username field contains the text "areese@socialsolutions.com". Below the password field is a green rectangular button with the text "Log In" in white. At the bottom of the form, there are two links: "Forgot Your Password?" and "Guest/Entity Login", both in blue text with a red underline.

ETO™ software

Username:

Password:

Log In

[Forgot Your Password?](#)

[Guest/Entity Login](#)

Logging In

When you log in the first time, you will need to complete the personal profile information, change your password and accept the Terms of Use.

First Name:	<input type="text" value="Staff"/>
Last Name:	<input type="text" value="Tester"/>
Zip Code:	<input type="text" value="21220"/>
Email Address:	<input type="text" value="stestertlp@example.com"/>
Time Zone:	<input type="text" value="(UTC-05:00) Eastern Time (US & Canada)"/>
New Password:	<input type="password" value="••••••••"/>
Confirm Password:	<input type="password"/>

☐ I agree to the Social Solutions [Terms of Use](#).

Performance management is about understanding the impact of your efforts and using this knowledge to continuously improve your performance. Social Solutions is ready to help you with your ETolution!

ETO™ software

Welcome!

Please confirm your information and reset your password to the left.

If you're brand new to ETO or are just looking to learn more, start with our [interactive trainings](#) or sign up for a [training with a live instructor](#).

Logging In



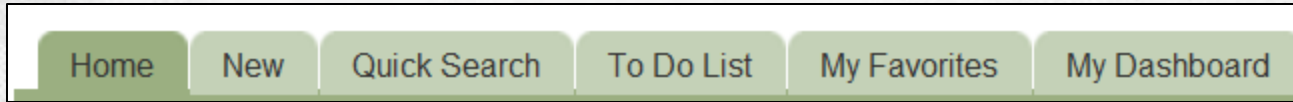
Web Address: **etosoftware.com**

User Name: youremail@ocap.org

Password: **password1**

Let's Log In!

Basic Navigation

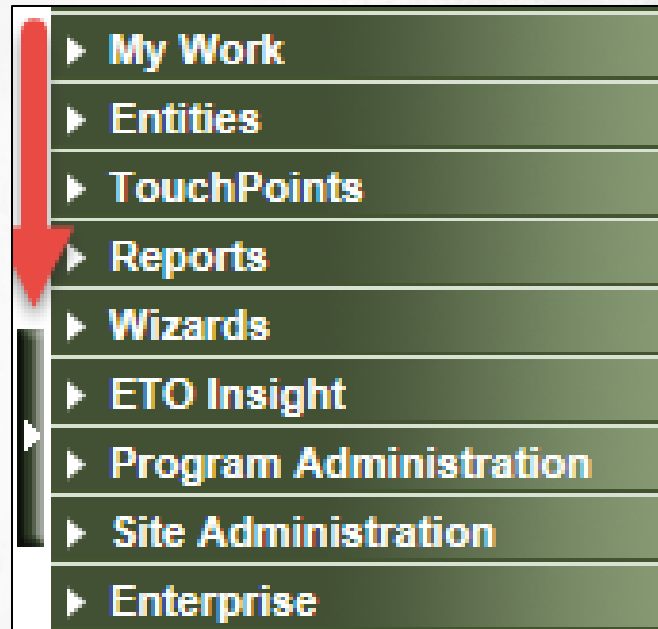


- **Home:** This tab takes you to your Home Page. Rarely needed.
- **New:** Won't need this feature since you have a custom dashboard.
- **Quick Search:** search active entities in your program & select data entry action to complete TocuhPoint.
- **To Do List:** This takes you to the your personal (i.e. your user account) To Do List, which shows reminders that you set on TouchPoints.
- **My Dashboard:** This dashboard is YOU centric—see everything related to your work in the software.

Basic Navigation

The Navigation Bar

- Located on the right side.
- Same features on Dashboard.
- Rarely Needed. Can Collapse.



Basic Navigation

Welcome [Staff Tester](#) | [Home Page](#) | [Help](#) | [Log Off](#)

Basic Buttons

- **Your Name**: Allows you to access and control your user account's settings, email address and password.
- **Home Page** : Use this button to route back to your homepage from any other page in the software. Be sure to submit/save your data *before* doing this!
- **Help**: Allows users to access the online ETO Help Manual, Training resources and connect with the Support Team.
- **Log Off**: Be sure to click this to properly log out of ETO, keeping your site secure and data safe. Do NOT just exit out of your Internet Explorer browser.



II.

Entities

Entities

Entity: The Counties that you serve

- Entities have Dashboards
- Can be accessed via Quick Search

Entity Dashboard

Quick Search > Type County Name > Click Search

The screenshot displays the ETO software interface. At the top, the logo 'ETO™ software' is visible. Below it is a navigation bar with buttons: Home, Quick Search, To Do List, Messages, My Favorites, My Dashboard, and Reporting Dashboard. A search bar contains the text 'Enter Search Term(s)' and is followed by a dropdown menu set to 'Entities', a dropdown menu set to 'County Services', and a 'Search' button. The search results are displayed under the heading 'Quick Search Results'. A table with columns 'Entity Name', 'ContactName', and 'EntitySubT' is shown. The first row of the table is highlighted in green and contains the text 'FAKE COUNTY'. Below the table, there is a green box containing the text 'FAKE COUNTY's Dashboard', 'View / Edit', and 'View / Record TouchPoint'. A 'CLOSE' button is located at the bottom right of this box.

ETO™ software

Home Quick Search To Do List Messages My Favorites My Dashboard Reporting Dashboard

Enter Search Term(s) within Entities in County Services Search

ETO™ software

Home Quick Search To Do List Messages My Favorites My Dashboard Reporting Dashboard

fake within Entities in County Services Search

Quick Search Results

Entity Name	ContactName	EntitySubT
FAKE COUNTY		

Matches for: EntityName

FAKE COUNTY
FAKE COUNTY's Dashboard
View / Edit
View / Record TouchPoint
CLOSE

Search Entity Hands On

Let's access your county's Entity Dashboard

1. Access the Quick Search
2. Type FAKE county name
3. Click the county name from the list
4. Click on the County's Dashboard



TouchPoints

All County services will be tracked via TouchPoints in ETO

Access TouchPoints via the Entity Dashboard

1. Terms and Conditions
2. County Contact
3. General Information
4. County Need
5. County Funding Allocations
6. Service Activity and Funding Stream (Primary form)
 - a) Evidence Based/Informed Checklist (Sub form)
7. Child Abuse Prevention Month
8. Child Abuse Prevention Council (CAPC)
9. County Children's Trust Fund (CCTF)

Terms and Conditions*

Click New > Fill in Form> Click Save

Recent TouchPoints


 **My Recent *Terms and Conditions**

You have no recent TouchPoints.

[+ New](#)

FAKE COUNTY's Dashboard





Recent TouchPoints

 **FAKE COUNTY's Recent *Terms and Conditions**

Take Action	TouchPoint	Name	Date Completed	Recorded By	Agreed
	*Terms and Conditions	<u>FAKE COUNTY</u>	4/23/2015	Karen Fake	I agree


County Funding Allocation

Upload by ETO Administrator

Allocated Funds					
 Allocated Funds					
Take Action	Date Completed	Date Last Updated	Fiscal Year	Funding Stream	Funding Amount
	4/2/2015	4/2/2015	2014-15	CBCAP	\$256,000.00
	3/6/2015	3/6/2015	2014-15	CAPTA	\$50,000.00
	3/4/2015	3/4/2015	2014-15	CBCAP	\$25,000.00

County Funding Allocation

View TouchPoint

County Funding Allocations for FAKE COUNTY on 

County Funding Allocation Touchpoint

Fiscal Year
 ▼

Funding Stream
 ▼

Funding Amount
\$



III.

Entity TouchPoints

County Identified Needs

County Identified Needs				
County Identified Needs				
Take Action	Date Last Updated	Recorded By	County Need	How was this need identified?
   	5/6/2015	Karen Fake	Domestic Violence	County Self Assessment
 	5/6/2015	Kelly Sanchez	Substance Abuse	County Self Assessment
 	5/6/2015	Jackie Howe	Neglect	County Self Assessment
 	5/6/2015	Faye Hignight	Substance Abuse	County Self Assessment Public Demand
 	5/6/2015	Maria del Carmen Covarrubias	Domestic Violence	Unknown
+ New				

County Needs Hands On

Let's record the County Needs TouchPoint

1. Access the County Needs TouchPoint for the fake County
2. Fill in the form
3. Click "Save" to save your changes





IV. Primary and Sub TouchPoints








Primary and Sub TouchPoints

- Used for Services that always happen in succession of one another
- Cannot Record Sub Form unless the **Primary** form has been entered
- Sub Form can only be accessed via the **Primary TouchPoint Dashboard**

Primary and Sub TouchPoints

OCAP Primary/Sub TouchPoints






- Service Activity & Funding Stream (P)
 - Evidence Based Practices Checklist (S)

Service Activity and Funding Stream								
Service Activity and Funding Stream								
Take Action	Dashboard	Date Last Updated	Recorded By	Services Category	How much of your allocation is being spent for this service?	OCAP Funding Stream(s)	TOTAL SERVICE COUNT	Target Population
 +	Service Activity and Funding Stream Dashboard	5/6/2015	OCAP Administrator	Disability Services	\$50,000.00	CBCAP CAPIT		
 +	Service Activity and Funding Stream Dashboard	5/6/2015	Jackie Howe	Differential Response	\$500,000.00	CBCAP PSSF- Family Preservation		
 +	Service Activity and Funding Stream Dashboard	5/6/2015	Donna Dennis	Housing Services	\$15,000.00	PSSF- Adoption Promotion and Support PSSF- Family Preservation PSSF- Family Support PSSF- Time Limited Family Reunification	35	Families
 +	Service Activity and Funding Stream Dashboard	5/6/2015	Maria del Carmen Covarrubias	Substance Abuse Services	\$50,000.00	CBCAP		
 +	Service Activity and Funding Stream Dashboard	5/6/2015	Kelli Kopeck	Adoptive Parent Recruitment				

Primary/Sub TouchPoints


Complete the **Primary** TouchPoint the same way you complete all other TouchPoints.

Select **New** in Service Activity Part of Entity Dashboard

Service Activity and Funding Stream					
 Service Activity and Funding Stream					
Take Action	Dashboard	Date Last Updated	Services Category	Service Provider Name	How much being sp
   	Service Activity and Funding Stream Dashboard	4/22/2015	Home Visiting	Jewish Family Services of Los Angeles	
				+ New	

Service Activity

Fill in the form and click 'Save'.

Service Activity and Funding Stream for ALAMEDA on 4/22/2015 

Service Activity Information

Funding Stream

Service Counts

Activity Outcome

Target Population

CBCAP Only

Please record this Touchpoint for **each Service** receiving OCAP Funding.

State Fiscal Year

2015-16 ▼

Services Category

Home Visiting ▼







To see a list of service category definitions click the following link:
<http://www.cdsscounties.ca.gov/OCAP/res/pdf/Service%20Categories.pdf>

Is this an Evidence Based Practice or an Evidence Informed Practice?

Primary/Sub TouchPoints

Complete the **Sub** TouchPoint by accessing the **Primary** TouchPoint Dashboard

Select 'Service Activity & Funding Stream Dashboard' in the Dashboard column of the 'Service Activity' TouchPoint part.


Service Activity and Funding Stream					
 Service Activity and Funding Stream					
Take Action	Dashboard	Date Last Updated	Services Category	Service Provider Name	How much being spent
   	<u>Service Activity and Funding Stream Dashboard</u>	4/22/2015	Home Visiting	Jewish Family Services of Los Angeles	
 New					

Primary/Sub TouchPoints

From the Primary TouchPoint Dashboard select **New** next to the desired part on the right.


ALAMEDA's [Edit Dashboard](#)

TouchPoint Information

 **ALAMEDA's**

State Fiscal Year:	2015-16
Services Category:	Home Visiting
Activity Description:	Case Workers going to homes of single mothers in rural areas
Is this service provided by one or multiple provider(s)?:	One
Service Provider Name:	Jewish Family Services of Los Angeles
How much of your allocation is being spent for this service ?:	50000.00
OCAP Funding Stream(s):	CBCAP CAPIT
CBCAP Amount:	25000.00
CAPIT Amount:	5000.00
Other Funding that supports this activity. Check ALL that apply.:	Individual Donations
Individual Donation Amount:	10000.00
Total Other Funding that supports this activity:	10000.00
White (Non-Hispanic) Children Served:	2
Hispanic or Latino Children Served:	1
Black or African American (Non-Hispanic) Children Served:	3
Asian Children Served:	1
American Indian or Alaska Native Children Served:	6
Native Hawaiian or Other Pacific Islander Children Served:	8

Recent TouchPoints

 **ALAMEDA's Recent TouchPoints**

You have no recent TouchPoints

[+ New](#)

Primary/Sub TouchPoint **Hands On**

Let's record the Service Plan TouchPoint and the Evidence Based Practice TP

1. Access the Service Activity & Funding Stream TouchPoint for your fake county
2. Complete and Save the form
3. Access the Service Activity & Funding Dashboard.
4. Complete an Evidence Practices Checklist TP.
























Other
TouchPoints

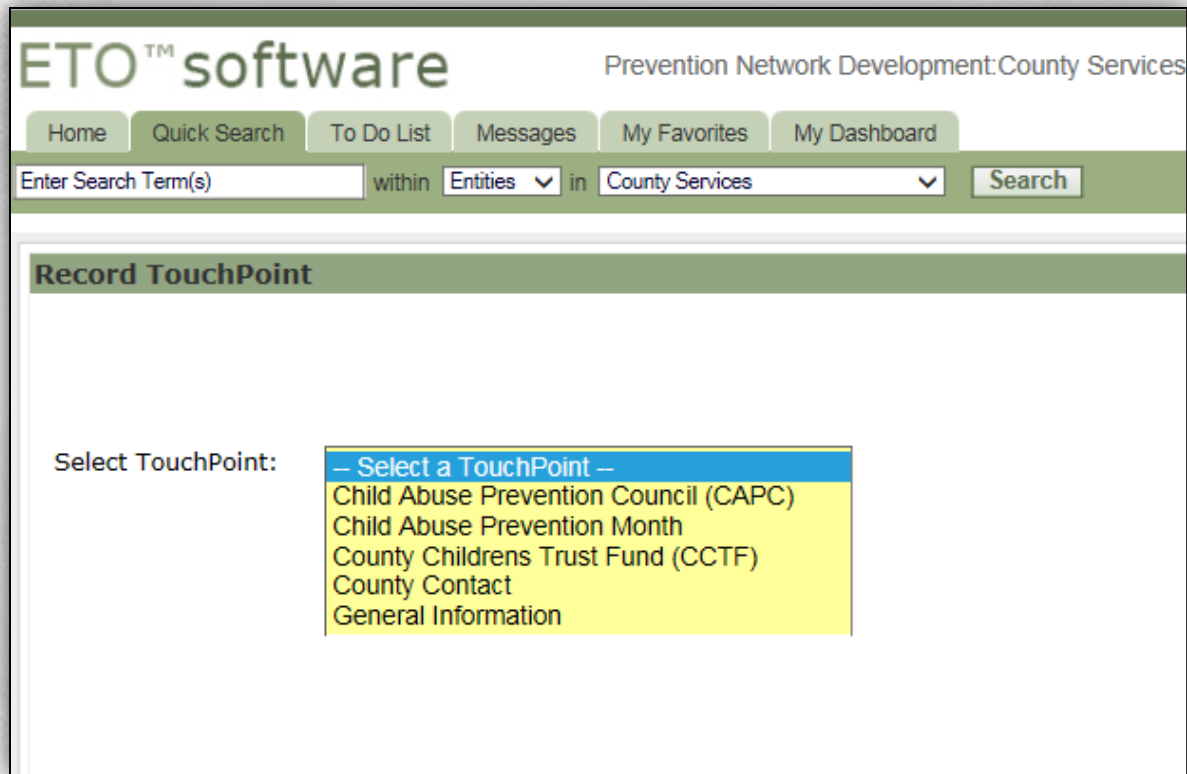
Other TouchPoints

1. County Contact
2. General Information
3. Child Abuse Prevention Month
4. Child Abuse Prevention Council (CAPC)
5. County Children's Trust Fund (CCTF)

Other TouchPoints			
 Other TouchPoints			
Take Action	TouchPoint	Date Last Updated	Recorded By
   	County Contact	5/6/2015	Karen Fake
   	General Information	5/6/2015	Karen Fake
   	County Childrens Trust Fund (CCTF)	5/6/2015	Karen Fake
   	Child Abuse Prevention Month	5/6/2015	Karen Fake
 	Child Abuse Prevention Council (CAPC)	5/6/2015	Donna Dennis
+ New			

Other TouchPoints

Click New > Select the CAPC TouchPoint...



The screenshot displays the ETO™ software interface for 'Prevention Network Development: County Services'. The top navigation bar includes links for Home, Quick Search, To Do List, Messages, My Favorites, and My Dashboard. Below this is a search bar with the text 'Enter Search Term(s)' and a 'Search' button. The main content area is titled 'Record TouchPoint' and contains a 'Select TouchPoint:' label next to a dropdown menu. The dropdown menu is open, showing a list of options: '- Select a TouchPoint -', 'Child Abuse Prevention Council (CAPC)', 'Child Abuse Prevention Month', 'County Childrens Trust Fund (CCTF)', 'County Contact', and 'General Information'.

ETO™ software

Prevention Network Development: County Services

Home Quick Search To Do List Messages My Favorites My Dashboard

Enter Search Term(s) within Entities in County Services Search

Record TouchPoint

Select TouchPoint:

- Select a TouchPoint -
- Child Abuse Prevention Council (CAPC)
- Child Abuse Prevention Month
- County Childrens Trust Fund (CCTF)
- County Contact
- General Information

Other TouchPoints

Fill in the form > click 'Save'

Child Abuse Prevention Council (CAPC) for ALAMEDA on 4/23/2015

Child Abuse Prevention Council (CAPC) TouchPoint

This TouchPoint is designed to collect county Child Abuse Prevention Council (CAPC) report information includes, but is not limited to, participant data, service activity and outcomes th Please record one TouchPoint for each CAPC.

Name of designated CAPC

Indicate how the County's designated Child Abuse Prevention Council is organized

-- Select --

Select the **primary** function(s) of the County's designated Child Abuse Prevention Council.

☐ Advocacy (local, state, and national levels as it relates to safety, permanency, well-be

Other TouchPoints **Hands On**

Let's record the Child Abuse Prevention Council (CAPC) TouchPoint

1. Access the Child Abuse Prevention Council TouchPoint
2. Fill in the form
3. Click "Save" to save you changes.





Wrap Up

Now What?

- When do we start using ETO?
- Can we practice in ETO?
- Is there anything that you were hoping to learn that we didn't cover?
- Do you have any other questions about today's training?

Contacting Support

- Your TouchPoint won't save?
- Your report won't open?
- You're getting a weird error message?
- What should you do?

Karen Skeoch/OCAP

Phone: 916.651.6999

**Email:
Karen.skeoch@dss.ca.gov**

Social Solutions Support

Phone: 866.732.3560 Ext.2

**Email:
support@socialsolutions.com**

Hours:

**Mon-Thu 8am-8pm EST,
Fri 8am-6pm EST**

Karen Skeoch

Karen.skeoch@dss.ca.gov

Thank You!